



TOWN OF BREWSTER, MA JOB DESCRIPTION

Title: Senior Department Assistant	Classification: Union, OPEIU
Department: Building	Grade: OP2
Reports to: Building Commissioner	FLSA Status: Non-Exempt
Effective Date: 12.6.21	

Summary

Position performs office and administrative work to support the Building Department, with the operation of the office and administering daily operations; all other related work, as required.

Essential Functions

The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

Answers the phone and assists the public; relays information in person, by phone, in writing and by electronic media; provides information about Department programs and/or procedures; assists applicants in completing forms and applications; provides information about rules and regulations, referring people to correct sources of information; coordinates with and makes referrals to other departments. Responds to public records requests submitted through Town Clerk within required deadlines.

Post meeting notices, prepares agendas, and distributes meeting materials prior to meetings and ensures compliance with State Open Meeting Law. Attends day and night meetings, as required, and produces meeting minutes.

Performs a wide range of clerical duties including, but not limited to; order supplies, manage and maintain department files and records (both physical and electronic), process department attendance and payroll, process accounts payable and receivable consistent with budget appropriations.

Processes and administers applications before the Historic District Committee including working with applicants and their representatives to ensure complete application, file set up, abutter notifications; draft and submit legal ads for publication; coordinate comments from members of the public; schedule applications for hearing/meetings. Follows up with applicants to supplement application, when necessary. Submits application(s) materials and decisions to the Town Clerk as official record keeper.

Responds to requests for information from Committee members; provides information to Committee members on available/required trainings.

Maintains records of applications and decisions and ensures they are processed according to State regulations.

May assist the building, gas, plumbing, and other inspectors with processing applications and related documents; schedule inspection appointments; makes referrals to other departments. Provides information to inspectors on available/required trainings.

May train new employees, inspectors and volunteers on procedures, practices, systems and protocols and the use of various types of equipment.

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Performs other similar or related duties, as required or as situation dictates.

Supervision

Supervision Scope: Performs varied and responsible functions requiring a working knowledge of departmental operations and the exercise of judgment and initiative, particularly in situations not clearly defined by precedent or established procedures.

Supervision Received: Works under the general supervision of the Building Commissioner, following department rules, regulations, and policies; duties require the ability to plan and perform operations and independently complete assigned tasks, according to prescribed time schedules.

Supervision Given: May supervise the equivalent of up to two full-time employees or volunteers.

Recommended Minimum Qualifications

Education, Training and Experience

High school degree; advanced training desired; Associate's degree desired; two plus years' office or related experience; municipal experience preferred; or an equivalent combination of education and experience

Knowledge: Knowledge of office practices and procedures, including record keeping; knowledge of basic financial record keeping. Knowledge or ability to learn, Town, state and local laws required to become proficient.

Ability: Ability to interact appropriately and tactfully with the public; ability to develop an understanding of regulations; ability to maintain detailed records; ability to learn and explain Department regulations; ability to explain Department policies and procedures to the public; ability to work independently; ability to follow detailed timetables. Ability to take and transcribe meeting notes as needed. Ability to prioritize and disseminate work/information. Ability to work collaboratively with others. Ability to take and transcribe meeting notes.

Skills: Excellent customer service and organization skills, excellent written and verbal communication skills, excellent computer skills including MS Office applications and online mapping tools/GIS maps. Skill in working with people and details. Must be a self-starter.

Job Environment

- Work is performed in office conditions, with frequent interruptions to respond to requests for information or service; work is subject to fluctuations, and administrative deadlines. Employee routinely attends evening meetings.
- Operates computer, printer, telephone, copier/scanner, facsimile machine, plotter, and all other standard office equipment.
- The employee has frequent contact with the real estate agents, contractors, attorneys, engineers, land surveyors, town board and committee members, home/business owners, general public, state agencies and town employees.
- The employee has access to department confidential information.
- Errors could result in delay of service, monetary loss or legal repercussions.

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Physical Requirements

The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, communicate, or hear; occasionally required to walk, must be able to handle, or feel objects, tools, or controls; and reach with hands and arms. The employee must occasionally lift and/or move objects weighing up to 15 pounds. Vision and hearing at or correctable to normal ranges to read documents and analyze data. This position requires the ability to operate a keyboard at efficient speed.

This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.

Pay Equity/Equal Opportunity/Americans with Disabilities Act Employer